

PRE-EMPLOYMENT SCREENING PROGRAM

Motor Carrier **User Manual**

Version 1.4

7/2011

MOTOR CARRIER USER MANUAL

Edition date: 7/2011

Version: 1.4

Pre-Employment Screening Program – Customer Service Group

Contact and Assistance Information:

The preferred method of contact is by e-mail:

Customer Support Email: PSPhelp@egov.com

Customer Support Phone: (877) 642-9499

Customer Support Phone Hours: Monday-Friday, 8 a.m. - 6 p.m. Eastern

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INTRODUCTION

- Welcome to the Pre-Employment Screening Program.
- This manual offers an overview on the PSP application for motor carrier users.
- Overview
 - Motor carrier login and motor carrier dashboard
 - Purchasing PSP records
 - Account users & functions
- Getting Started
 - To use the PSP online service, Internet access is required. Use your choice of Internet browser: Internet Explorer, Mozilla Firefox, Safari, or Google Chrome.
 - Before accessing the PSP application, motor carriers must enroll. Enrollment instructions can be found at www.psp.fmcsa.dot.gov. Once enrolled, all motor carrier users on your company's account will receive login credentials via email.

LOGIN INSTRUCTIONS

- ▶ To login, visit <https://www.psp.fmcsa.dot.gov>
- ▶ Click on the Motor Carriers *Start* button
- ▶ Drivers interested in purchasing their personal PSP records may do so at any time by clicking the Operator Applicant *Start* button

U.S. Department of Transportation

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Federal Motor Carrier Safety Administration

Search All FMCSA Sites

Let's Get Started

Please choose one of the following:

Operator Applicant	Operator (Returning)	Motor Carriers
Commercial drivers, purchase your individual PSP record.	If you have purchased your individual PSP record in the last five days, access your record for no charge.	Motor carriers with active PSP accounts may purchase a driver's record as part of the pre-employment screening process.
<input type="button" value="Start »"/>	<input type="button" value="Start »"/>	<input type="button" value="Start »"/>

LOGIN INSTRUCTIONS

- ▶ Enter your username (the full email address submitted for you during enrollment, all lowercase)
- ▶ Enter your password. Your initial password is provided via email from the PSP Customer Service team. This password must be changed during your first log in.
- ▶ If you have forgotten your password, click *Forgot Password?*. You will be asked to submit your PSP Customer ID number and your new password will be emailed to you.

The screenshot shows the login interface for the Pre-Employment Screening Program (PSP) under the U.S. Department of Transportation. The header includes the DOT logo, the program name, and navigation links for PSP FAQs, Contact Us, FMCSA.gov, FMCSA Portal, and DOT.gov. A search bar for FMCSA sites is also present. The main content area is titled 'Motor Carrier Login' and shows the user is not logged in. It features input fields for 'Username' and 'Password', a 'Forgot Password?' link, and a 'Login' button. An 'Enroll Now' link is located at the bottom left of the login section. The footer contains the DOT logo, a list of links (Feedback, Privacy Policy, USA.gov, FOIA, Accessibility, etc.), and contact information for the Federal Motor Carrier Safety Administration.

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Pre-Employment Screening Program
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Search All FMCSA Sites **Go**

[Home](#) > Motor Carrier Login

Customer ID: Not Logged In [Contact Support](#) [Login](#)

Motor Carrier Login

Username:

Password: [Forgot Password?](#)

Login

[Enroll Now »](#)

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION

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TERMS AND CONDITIONS

- ▶ Next, read the terms and conditions of PSP use.
- ▶ You may print a copy of the terms and conditions by clicking the grey 'Print' button. The terms and conditions will be presented every time a user logs in to PSP.
- ▶ Type your initials at the bottom of the page. Click *Agree to Terms* to continue.

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Search All FMCSA Sites

Home > Terms and Conditions

Customer ID: 1369 Welcome, Elizabeth Pemmerl (Admin). [Admin](#) [Contact Support](#) [Change Password](#) [Logout](#)

Please Agree to the Terms and Conditions

Government Warning

****WARNING**WARNING**WARNING****

Unauthorized access is a violation of Federal law and U.S. Department of Transportation (DOT) policy, and may result in criminal, civil or administrative penalties. Only authorized users may access the system. Each and every user must only access the system with his or her unique identification and password. The sharing or use of another's identification or password is strictly prohibited. U.S. DOT information systems are intended for communication, transmission, processing and storage of U.S. Government information. These systems and equipment are subject to monitoring by law enforcement and authorized Department officials. Monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed or stored in this system by authorized Department officials. Use of this system constitutes consent to such monitoring.

****WARNING**WARNING**WARNING****

This system contains information protected under the provisions of the Privacy Act of 1974 (Public Law 93-579). Any privacy information displayed on the screen or printed shall be protected from unauthorized disclosure.

CERTIFICATION

By completing the certification below, you are certifying, under penalty of perjury, that you are requesting a commercial driver record of crash and inspection data ("DIR") for an individual operator-applicant, or applicants, who is/are not presently employee(s) of this company, solely for the purposes of pre-employment screening. You are also certifying, under penalty of perjury, that you have received the signed written consent of the operator-applicant prior to making the request for the DIR. Knowingly or willingly making a false statement to access a DIR may subject you to sanctions, including fines and imprisonment under applicable Federal laws, including 18 U.S. Code § 1001. The U.S. DOT and/or the Federal Motor Carrier Safety Administration will aggressively pursue any alleged or suspected violations of Federal law designed to protect personal or Privacy Act protected information.

I have read the above WARNINGS and certify that this request for information is for operator-applicant(s) not presently employed by my company and that the signed written consent of operator-applicant(s) has/have been obtained.

Requestor's Initials (user required to input initials to proceed)

MOTOR CARRIER DASHBOARD

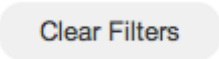
- ▶ The dashboard displays all active records for your account. Records are active for viewing for five days (120 hours) from the time of purchase.
- ▶ During the five day window, you may view a record by clicking on the blue *View* link. The record will open in PDF form. You may print or save this record electronically.
- ▶ Users can sort by any column by using the up/down arrows in the header. Keep in mind the system will default to sorting by the Request Date.
- ▶ To request a driver's record click **Request Driver Records +** in the center of the page beneath the list of active records.

Motor Carrier Dashboard

Active PSP records. To filter your active records, use at least one of the search boxes below.

Request Date	List Name	Drivers License Number	License State	Requested By	Driver Consent	View
9/23/2010	JASENOF	XXXXXXXXXXXX	WA	psstage508@yahoo.com	Yes	View
9/23/2010	BROWN	12345678	TN	psstage508@yahoo.com	Yes	View
8/12/2010	JASENOF	XXXXXXXXXXXX	WA	psstage508@yahoo.com	Yes	View
8/11/2010	LASTNAME1001516	LICENSE859047	GA	psstage508@yahoo.com	Yes	View
8/11/2010	BROWN	98765432	TN	psstage508@yahoo.com	Yes	View
8/6/2010	LASTNAME101594	LICENSE88322	OH	psstage508@yahoo.com	Yes	View

MOTOR CARRIER DASHBOARD (continued)

- Search for active records by using the search boxes show below.
- To search for a specific record, simply choose a search field (Last Name, License Number, etc.) and begin typing in the search field. The results will continue narrow as the user enters text.
- To remove any of the search criteria click the  button in the lower left hand corner of the page.

Motor Carrier Dashboard

Active PSP records. To filter your active records, use at least one of the search boxes below.



Request Date ▾	Last Name	Drivers License Number	License State	Requested By	Driver Consent	View
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
9/23/2010	JASENOF	XXXXXXXXXXXXX	WA	pspstage508@yahoo.com	Yes	View
9/23/2010	BROWN	12345678	TN	pspstage508@yahoo.com	Yes	View
8/12/2010	JASENOF	XXXXXXXXXXXXX	WA	pspstage508@yahoo.com	Yes	View
8/11/2010	LASTNAME1001516	LICENSE859047	GA	pspstage508@yahoo.com	Yes	View
8/11/2010	BROWN	98765432	TN	pspstage508@yahoo.com	Yes	View
8/6/2010	LASTNAME101594	LICENSE88322	OH	pspstage508@yahoo.com	Yes	View

REQUEST PSP RECORDS

- ▶ To request a PSP driver record, provide the driver's last name, first name, date of birth, license number and license state. You are required to attest that your company has received the driver's written consent for the PSP inquiry.
- ▶ If you have historical license information for the driver, click *Add License* to include those licenses (there is no additional fee for multiple licenses).
- ▶ You may also query multiple last names if the driver's name has changed.
- ▶ The internal reference field allows users to enter additional information for each transaction. Any text added here will show on the Billing Summary Report.

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Home > Motor Carrier > Request Driver Information

Customer ID: 1567 Welcome, Chaps Poduri (Admin). Admin Contact Support Change Password Logout

Add Driver

Last Name (no dashes or spaces)	First Name	Date of Birth (MM/DD/YYYY)	Internal Reference (optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Licenses for this Driver

Last Name (no dashes or spaces)	License Number	State
<input type="text"/>	<input type="text"/>	<input type="text"/>

☐ I certify under penalty of perjury that the company I represent has received the written consent of this operator-applicant for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

REQUEST MULTIPLE PSP RECORDS

Add Driver

x Remove

Last Name (no dashes or spaces)	First Name	Date of Birth (MM/DD/YYYY)	Internal Reference (optional)
Driver	Joe	01/01/1980	Extra Info ?

Licenses for this Driver

Last Name (no dashes or spaces)	License Number	State
Driver	12345678	AL

☒ I certify under penalty of perjury that the company I represent has received the written consent of this operator-applicant for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

Add Driver

x Remove

Last Name (no dashes or spaces)	First Name	Date of Birth (MM/DD/YYYY)	Internal Reference (optional)
Operator	Joe	01/01/1980	Extra text ?

Licenses for this Driver

Last Name (no dashes or spaces)	License Number	State
Operator	87654321	AK

☒ I certify under penalty of perjury that the company I represent has received the written consent of this operator-applicant for this inquiry. I understand this record will be available for viewing for five days (120 hours) from the time of purchase.

Add Additional Driver +

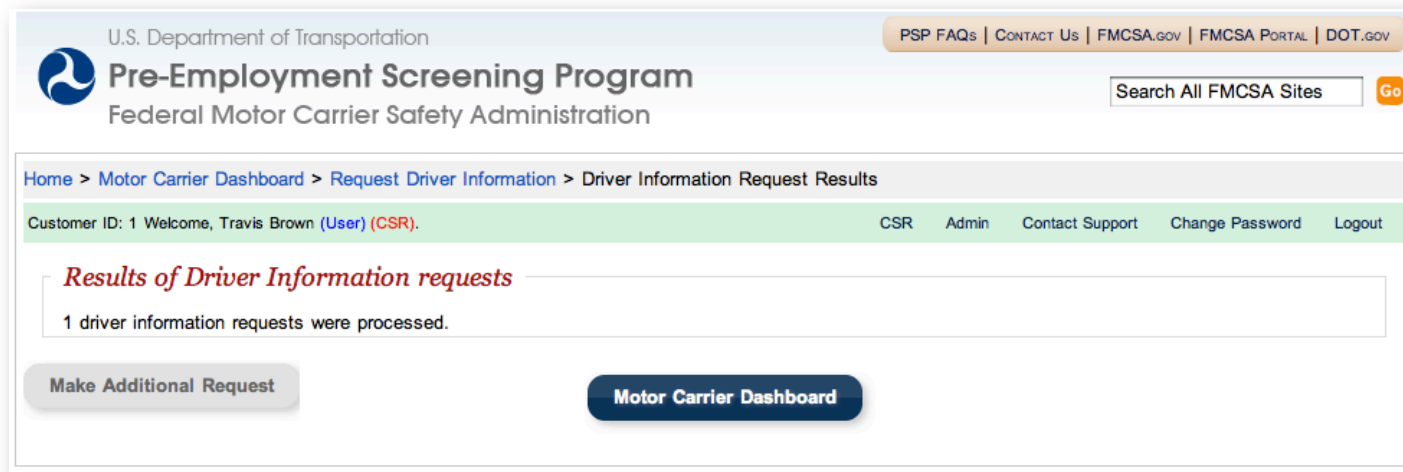
Query Count: 2

Transaction Total: \$20.00

- ▶ To query multiple drivers' PSP records, click *Add Additional Driver*. Each driver is considered one transaction.
- ▶ To generate PSP reports, click *Add to Requests*.
- ▶ Your total transaction amount is present in the lower right-hand corner.

RESULTS


- ▶ The total number of records requested is presented on the results screen. This is the number of **licenses** searched in total. One driver with three licenses = '3 driver information requests were processed.'
- ▶ To order more PSP reports, click *Make Additional Request*
- ▶ To view the records queried, click *Motor Carrier Dashboard*



The screenshot shows the PSP results page for a user named Travis Brown. The page header includes the U.S. Department of Transportation logo and the text "Pre-Employment Screening Program Federal Motor Carrier Safety Administration". A search bar is located in the top right corner. The main content area displays the results of a driver information request, stating "1 driver information requests were processed." Below this, there are two buttons: "Make Additional Request" and "Motor Carrier Dashboard".

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Federal Motor Carrier Safety Administration

Search All FMCSA Sites **Go**

Home > Motor Carrier Dashboard > Request Driver Information > Driver Information Request Results

Customer ID: 1 Welcome, Travis Brown (User) (CSR). [CSR](#) [Admin](#) [Contact Support](#) [Change Password](#) [Logout](#)

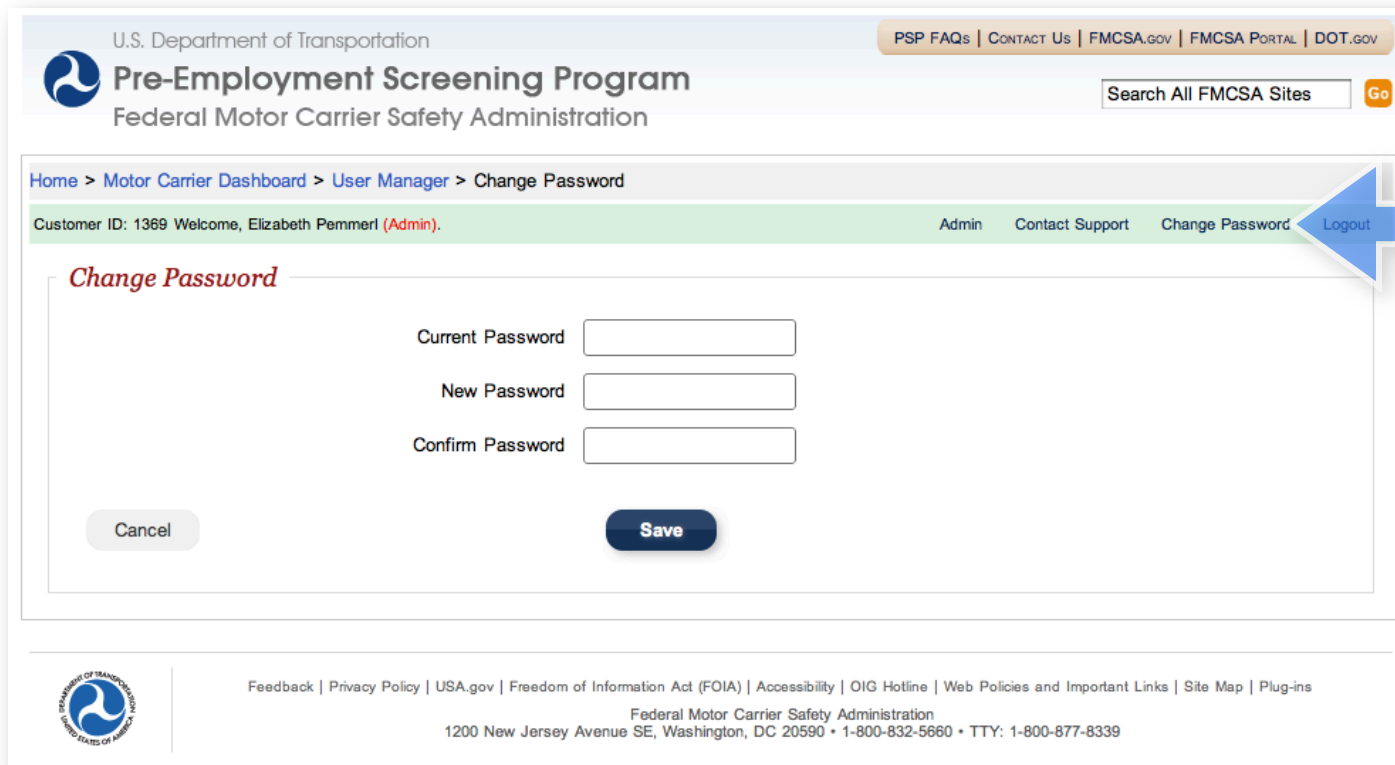
Results of Driver Information requests

1 driver information requests were processed.

[Make Additional Request](#) [Motor Carrier Dashboard](#)

CHANGE PASSWORD

- ▶ You may change your password at any time by clicking on the *Change Password* link in the green bar.
- ▶ You must enter your current password and your selected new password (twice). Click 'Save' and your new password is set.



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Search All FMCSA Sites **Go**

Home > Motor Carrier Dashboard > User Manager > Change Password

Customer ID: 1369 Welcome, Elizabeth Pemmerl (Admin).

Admin Contact Support **Change Password** Logout

Change Password

Current Password

New Password

Confirm Password

Cancel **Save**

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USER MANAGER (ADMINS ONLY)

- Admin-level users have an *Admin* link in the green bar. This link allows the admin to unlock, edit or disable account users.
- If a user attempts to log in unsuccessfully multiple times, PSP will 'lock' the user's account. The user will need to contact their Admin to unlock their credentials. You will see a blue 'unlock' link in the 'Locked Out' column for that user.
- To remove account access for a user, click *Disable*.

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Search All FMCSA Sites **Go**

Home > Motor Carrier Dashboard > User Manager

Customer ID: 1389 Welcome, Elizabeth Pemmerl (Admin).

User Account Admin

User Name	Last Login	Is Approved	Is Online	Locked Out		
epemmerl@gmail.com	5/10/2010	True	True	false	Edit	Disable
jkADMIN@email.com	4/5/2010	True	False	false	Edit	Disable
jktest@email.com	4/2/2010	True	False	false	Edit	Disable
joank6@email.com	4/5/2010	True	False	false	Edit	Disable
joank@testemail.com	4/2/2010	True	False	false	Edit	Disable
joantest5@eamil.com	4/2/2010	False	False	false	Edit	Enable
junk111weak@3322dduu.net	4/2/2010	True	False	false	Edit	Disable

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PSP RECORD

- ▶ PSP record data comes from the Motor Carrier Management Information System (MCMIS) database. The data is refreshed approximately every month.
- ▶ PSP records are available for viewing for five days (120 hours) from the time of purchase.
- ▶ A PSP record search includes four data elements: driver last name, driver date of birth, driver license number, and driver license state. All four elements must be an exact match in order to produce a record. Please enter your PSP record search information carefully.
- ▶ DataQs
 - ▶ If you or the operator-applicant would like to challenge data found in a PSP record, please visit the FMCSA DataQs Web site at <https://dataqs.fmcsa.dot.gov/login.asp>.

SAMPLE PSP REPORT

- ▶ The first rows display the driver information searched for in this report

- ▶ This area includes details about any crashes that took place in the last 5 years

- ▶ This is the date and time the PSP request was made

- ▶ MCMIS Snapshot: The date that the PSP data was provided by FMCSA for this report. The PSP provides activity as of this date.

PSP Detailed Report

Federal Motor Carrier Safety Administration

Driver Information			
Last Name	First Name	License #	State
GODFREY	SUSAN	XXXXXXXXXXXX	PA

Crash Summary								
	# of Crashes:	6	# of Crashes with Fatalities:	2	# of Crashes with Injuries:	4	# of Towaways:	5
			# of Fatalities:	2	# of Injuries:	5	# of Hazmat Releases:	0

Crash Details												
	Date	DOT #	Carrier Name	Driver Name	Driver Lic	State	Driver DOB	Rpt St	Report Number	Location	# Fatalities	# Injuries
1	01/10/2004			GODFREY, SUSAN	XXXXXXXXXXXX	PA	12/11/1949	AK	AK0000004294	TONGASS AVE/BRYAN T STREET	0	2
2	01/02/2004	631892		GODFREY, SUSAN	XXXXXXXXXXXX	PA	12/11/1949	AK	AK0000004454	GLENN HWY	1	1
3	01/16/2002	3270448		GODFREY, SUSAN	XXXXXXXXXXXX	PA	12/11/1949	AK	AK0000002926	MITCHELL EXPRESS/ PEGER ROAD	0	1
4	01/08/2001	1024126	Legal Name 187418	GODFREY, SUSAN	XXXXXXXXXXXX	PA	12/11/1949	AK	AK0000001399	FAIRBANKS	0	0
5	05/12/2000			GODFREY, SUSAN	XXXXXXXXXXXX	PA	12/11/1949	AK	AK0000006744		1	0
6	02/08/2000	1835100		GODFREY, SUSAN	XXXXXXXXXXXX	PA	12/11/1949	AK	AK0000002091		0	1

Inspection Summary					
Driver Summary		Vehicle Summary		Hazmat Summary	
Driver Inspections:	7	Vehicle Inspections:	5	Hazmat Inspections	0
Driver Out-of-service Inspections:	1	Vehicle Out-of-service Inspections:	2	Hazmat Out-of-service Inspections:	0
Driver Out-of-service Rate:	14%	Vehicle Out-of-service Rate:	40%	Hazmat Out-of-service Rate:	0%

Report executed at: 1/20/2011 9:35:46 AM

MCMIS snapshot date: 12/01/2010

* Violation charged to co-driver ** Post crash violation

SAMPLE PSP REPORT (inspection detail)

► This area includes details about any inspections within the last 3 years

► Violations will be indicated as co-driver if applicable

► Hazmat inspections are indicated with a "Y" in this column

► Co-Driver violations and violations resulting from a post-crash inspection will be distinguished by asterisks

3	12/17/2008	54283	Legal Name 661503	Last Name 2821840, JOEL	LICENSE2397529	MI	02/11/1972	NY	SPT0240064	N	3	1
Driver Violation: 395.8			Log violation (general/form and manner)			NON-OOS						
4	04/10/2008	54283	Legal Name 661503	Last Name 2821840, JOEL	LICENSE2397529	MI	02/11/1972	WI	1741000489	N	2	2
Vehicle Violation: 390.21(b)			Size and weight			NON-OOS						
Vehicle Violation: 390.21(b)			Carrier name and/or USDOT reqd; Not displayed			NON-OOS						
5	01/05/2008	54283	Legal Name 661503	Last Name 2821840, JOEL	LICENSE2397529	MI	02/11/1972	MI	BAA004289	N	3	0
6	06/07/2007	54283	Legal Name 661503	Last Name 2821840, JOEL (Listed as Co-Driver)	LICENSE2397529	MI	02/11/1972	MI	BZAH002955	N	1	0
7	04/09/2007	54283	Legal Name 661503	Last Name 2821840, JOEL	LICENSE2397529	MI	02/11/1972	MI	FZAH000248	N	2	4
Vehicle Violation: 393.25(f)			Stop lamp violations			OOS						
Vehicle Violation: 393.19			No/defective turn/hazard lamp as required			OOS						
Vehicle Violation: 393.9T			Inoperable tail lamp			OOS						
Vehicle Violation: 395.8(f)(1)			Drivers record of duty status not current			NON-OOS						
8	03/30/2007	54283	Legal Name 661503	Last Name 2821840, JOEL (Listed as Co-Driver)	LICENSE2397529	MI	02/11/1972	MI	BZAH002051	N	2	3
Vehicle Violation: 392.2			Local laws (general)			NON-OOS						
Vehicle Violation: 393.11			No/defective lighting devices/ref/projected			NON-OOS						
Co-Driver Violation 395.8(k)(2)			Driver failing to retain previous 7 days logs			NON-OOS						
Violation Summary												
Violation #	Description									# of Violations	# of Out-of-service Violations	
390.21(b)	Carrier name and/or USDOT reqd; Not displayed									1	0	
395.8(f)(1)	Drivers record of duty status not current									1	0	
395.8	Log violation (general/form and manner)									1	0	
392.2W	Size and weight									1	0	
393.25(f)	Stop lamp violations									1	1	
395.8(k)(2)	Driver failing to retain previous 7 days logs									1	0	
393.9T	Inoperable tail lamp									1	1	
393.19	No/defective turn/hazard lamp as required									1	1	

The summary counts and rates do not include violations that were a result of a crash. The summary counts and rates for the co-driver only include violations that were charged to the co-driver. Summary counts and rates for the primary driver do not include violations charged to the co-driver.

Report executed at: 1/20/2011 9:50:20 AM

MCMIC

* Violation charged to co-driver ** Post crash violation

SAMPLE PSP REPORT (violation summary)

- ▶ The violation summary will only count those violations charged to driver for which the report was generated
- ▶ Violations discovered during a post-crash inspection will not be counted in the violation summary section

396.17(c)	Operating a CMV without periodic inspection	2	0
393.9(a)	INOPERABLE REQUIRED LAMP	2	0
393.11	No/defective lighting devices/ref/projected	2	0
392.60(a)	Unauthorized passenger on board CMV	1	0
396.3A1BA	Brake-out of adjustment	1	0
392.16	Failing to use seat belt while operating CMV	1	0
393.25(f)	Stop lamp violations	1	0
393.45(b)(2)	BRAKE HOSE/TUBING CHAFFING AND/OR KINKING	1	0
395.8(f)(1)	Drivers record of duty status not current	1	0
393.75(a)	Flat tire or fabric exposed	1	1

The summary counts and rates do not include violations that were a result of the crash. The summary counts and rates for the co-driver only include violations that were charged to the co-driver. Summary counts and rates for the primary driver do not include violations charged to the co-driver.

- ▶ A footnote explaining how the violations are summarized appears just below the summary

PSP RECORD SAMPLE - NO RESULTS FOUND

- ▶ To generate a PSP record, an exact match must exist for four data elements: *driver last name, driver date of birth, driver license number, and license state.*
- ▶ If there is no match found in the PSP database for the four data elements, you will receive a record with a red stamp: “No crash or inspection results found.”

PSP Detailed Report

Federal Motor Carrier Safety Administration

No crash or inspection results found.

Driver Information														
Last Name	First Name	License #	State											
MORRISON		112233	PA											
Crash Activity														
Crash Summary														
# of Crashes:		0	# of Crashes with Fatalities:		0	# of Crashes with Injuries:		0	# of Towaways:		0			
			# of Fatalities:		0	# of Injuries:		0	# of Hazmat Releases:		0			
Crash Details														
	Date	DOT #	Carrier Name	Driver Name	Driver Lic	State	Driver DOB	Rpt St	Report Number	Location	# Fatalities	# Injuries		
Inspection Activity (within last 3 years)														
Inspection Summary														
Driver Summary				Vehicle Summary				Hazmat Summary						
Driver Inspections:				0	Vehicle Inspections:				0	Hazmat Inspections				0
Driver Out-of-service Inspections:				0	Vehicle Out-of-service Inspections:				0	Hazmat Out-of-service Inspections:				0
Driver Out-of-service Rate:				0%	Vehicle Out-of-service Rate:				0%	Hazmat Out-of-service Rate:				0%
Inspection Details														
Carrier Info				Driver Info				Inspection Info						
	Date	DOT #	Carrier Name	Driver Name	Driver Lic	State	Driver DOB	Rpt St	Report Number	Hazmat Insp	Insp Level	# of Viol		
Violation Summary														
Violation #		Description							# of Violations		# of Out-of-service Violations			

BILLING SUMMARY REPORT

- ▶ The information added to the “Internal Reference” field will show on your monthly Billing Summary Report.
- ▶ This feature can be used to assist companies with record keeping and reconciliation.

Account Summary 2009 for		
Test Truck Co.		
25501 West Valley Parkway		
Current Balance:		As Of 072010
olathe KS 66601	\$0.00	\$0.00

Date	Transaction	Login	Client Memo	Transaction Memo	Quantity	Cost
2010/07/06 11:11:23 am	DOT Driver Record Search	testp085@gmail.com			1	\$10.00
2010/07/06 11:11:24 am	DOT Driver Record Search	testp085@gmail.com			1	\$10.00
2010/07/06 11:14:07 am	DOT Driver Record Search	testp085@gmail.com			1	\$10.00
2010/07/06 11:14:08 am	DOT Driver Record Search	testp085@gmail.com			1	\$10.00